

PI - Mailing Letters to Providers

Purpose:

This procedure provides instruction for the Administrative Assistant to document the mailing of letters to providers on the Provider Letter Log and assigning follow-up tasks to the originating Reviewer.

Identification of Roles:

IME Program Integrity (PI)—maintain a log of all letters mailed to providers

Performance Standard:

None

Path of Business Procedure:

It is essential that the Provider Letter Log is accurate and current as the Payment Integrity Specialist (PI Specialist) uses it for calculation of the Accounts Receivable for Recoupment.

- Step 1. Convert the letter that is in the Reviews in Process electronic folder into a .pdf file using the program PrimoPDF.
- Step 2. Assign a task through the internal e-mail system to the Reviewer (if applicable), and e-mail a notification to the Payment Integrity Specialist that the letter has been mailed.
 - a. The follow-up tickler date is seven days following the due date stated in the letter.
- Step 3. Log the letter on the Provider Letter Log.
 - a. The Provider Letter Log is stored under P:\Case Files\Project Files\Provider Letter Log.
 - b. To complete the Provider Letter Log, the Administrative Assistant uses the Provider's name, Provider's ID, the Reviewer's name, the amount of recoupment (if applicable), and the project ID.
 - c. Subtotal the letters for each heading and for each week.

- d. If there is provider education, enter the information under both education and the appropriate heading. Do not count the letter twice.

- Step 4. Review the Routing Checklist for completion, initial and file the checklist and make two copies of the letter and any attachments for the provider file.
- Step 5. Before sealing the envelope, have a second person compare the label on the envelope to the address and name on the letter inside.
- Step 6. Provide the reviewer with one copy of the letter and send the other copy of the letter to be scanned into OnBase.
- Step 7. If the Reviewer receives no response from the provider by the task due date, ensure that a follow-up plan has been developed and implemented.

Forms/Reports:

None

RFP References:

6.1.2.2.6

Interfaces:

Program Integrity Unit

Attachments:

None